



## Problem Resolution Report

**NORTHROP GRUMMAN**

Fixed Price VTC Bridging Service  
NG/CoSD-53

Date: February 22, 2010

### Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### Issue or Problem:

The "per minute" charge for Video Teleconferencing bridging service is not economically feasible for County organizations that engage in frequent multi-party video teleconferences.

### Resolution:

This PRR creates an optional monthly fixed fee for unlimited Video Teleconferencing bridging service. Northrop Grumman will apply this optional pricing retroactively to May 2009 for any VTC Resource Unit that incurred charges in excess of \$215.00 per month for VTC bridge charges originally computed at \$0.99 per minute. However, as of the effective date of this PRR-053, a County department subscribing to the VTC Resource Unit must request optional fixed monthly VTC Bridging Service fee as called out in Schedule 16.1 Fees, Section 14.

1. Schedule 4.3 of the Agreement shall be modified by replacing the current language in Section 3.4.2.9 dealing with fee based video bridging service for ISDN to IP and multipoint video conferences with the following:

"3.4.2.9 Provide fee-based video Bridging Service for County's use to facilitate ISDN to IP and multipoint video conference. The fee for the Bridging Service is normally a per minute charge, chargeable to each conference point in a conference up to a ceiling of three conference points per conference, or a fixed monthly price entitling a single VTC conference point to unlimited Bridging Service (see Schedule 16.1 for additional information on the applicability of the fee for Bridging Service."

2. Exhibits 16.1-1 ~~and~~ shall be supplemented by the addition of a Resource Unit and associated unit pricing and other information as shown on Attachment A to this PRR-053.

3. Schedule 16.1 shall be modified by adding the following as a new Section 14:

**"14 Video Teleconferencing Bridging Services**



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14.1 Video Teleconferencing Bridging Services may be obtained at a per minute rate or a monthly flat fixed fee per the Resource Unit pricing contained in Exhibit 16.1-1 of the Agreement. .

14.2 County department's wishing to change to the Fixed Fee VTC Bridging Service rate may do so by submission of an IMAR prior to the beginning of the month in which the Fixed Fee VTC Bridging Service is to be delivered. The Fixed Fee Bridging Service shall continue in effect for that subscriber until a subsequent IMAR is submitted requesting discontinuance of the Fixed Fee Bridging Service prior to the beginning of the month that the change back to the per minute rate is to go into effect.

14.3 If the Fixed Fee VTC Bridging Service is in place for a particular VTC unit, the per minute fee for Bridging Service as contained in Exhibit 16.1-1 will NOT be charged if that particular unit is using the bridge to communicate with an ISDN unit. Each unit must pay the Fixed Fee in order to avoid the bridge fee – if only one of the units has opted for the Fixed Fee, the other unit will still be billed at the per minute charge.

14.4 For the purpose of determining which calls are "multipoint" – i.e., over two units per call – any unit that is currently covered by the Fixed Fee will NOT be considered when determining the number of participants. For example, if three units are participating in a single call and one unit is currently covered by the Fixed Fee, the call is not considered multipoint as it has only two participants subject to Bridging Service billing.

14.5 The Fixed Fee does NOT cover or include any off-net usage charges for VTC units that are not directly connected (served by an End-User Data Jack or three Multiline Voice Jacks) to the County Network. All normal off-net local and long distance usage charges apply and will appear on the monthly phone bill received by County departments."

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless



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otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

**COUNTY OF SAN DIEGO**

**NORTHROP GRUMMAN INFORMATION  
TECHNOLOGY, INC.**

By: Bruce Petrozza

Name: Bruce Petrozza

Title: Manager

Date: 03-08-2010

*Jm*  
**Hudson**

*R. Pabst*

By: \_\_\_\_\_

Name: Randolph Pabst

Title: Manager, Contracts

Date: February 25, 2010

**Exhibit 16.1-1**

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120%)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (specific measurement on the cumulative use during months)	Depreciable Period (in Period) (in years)
Fixed Fee VTC Bridging Service	Video Conferencing Services Section 3.4	Active VTC System	Fixed monthly fee per unit	Unlimited Usage of VTC Bridging/MCU Service	\$ 215.00	none	\$ -	n/a	n/a	n/a	n/a	n/a	n/a	n/a